

# Open Awards Qualification Unit



This unit forms part of a regulated qualification. Click [here](#) to view qualifications.

## 1 Unit Details

|                        |                      |
|------------------------|----------------------|
| Unit Title:            | Interpersonal Skills |
| Unit Reference Number: | L/507/7358           |
| Level:                 | Level 2              |
| Credit Value:          | 3                    |
| Minimum GLH:           | 24                   |

## 2 Learning Outcomes and Criteria

| Learning Outcome (The Learner will):           | Assessment Criterion (The Learner can):  |
|--|--|
| 1. Be able to identify personal skills         | 1.1 Describe own strengths and skills  |
|  | 1.2 Describe how the identified strengths and skills could be transferred to different roles                 |
|  | 1.3 Describe ways of improving own time management   |
| 2. Know about stress in self                   | 2.1 Identify signs and symptoms of stress in self  |
|  | 2.2 Describe strategies for managing own stress  |
| 3. Know about different types of criticism.    | 3.1 Describe different types of criticism  |
|  | 3.2 Describe real situations showing the use of appropriate criticism  |
| 4. Know about body language                    | 4.1 Describe the application of body language in real situations   |
|  | 4.2 Describe real situations which illustrate confident behaviour  |
| 5. Know how to respond to different behaviours | 5.1 Describe how to respond to:<br>a) Aggressive behaviour<br>b) Passive behaviour<br>c) Assertive behaviour |